

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Hung-Yang Chang Group No.: 3623
Serial No.: 10/617,965 Examiner: Jeanty, Romain
Filed: July 11, 2003
For: **SYSTEMS AND METHODS FOR MONITORING AND CONTROLLING
BUSINESS LEVEL SERVICE LEVEL**

Commissioner for Patents
PO Box 1450
Alexandria VA 22313-1450

TRANSMITTAL OF FORMAL DRAWINGS

Attached please find EIGHT (8) replacement sheets of formal drawings for the above-identified application.

Please charge any deficiency as well as any other fee(s) which may become due under 37 C.F.R. § 1.16 and/or 1.17 at any time during the pendency of this application, or credit any overpayment of such fee(s) to Deposit Account No. 50-0510/IBM. TWO (2) COPIES OF THIS SHEET ARE ENCLOSED.

Aug 30 2007



SIGNATURE OF ATTORNEY

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(Transmittal of Formal Drawings [5-2])